GOVERNMENT OF INDIA
DEFENCE
LOK SABHA

UNSTARRED QUESTION NO:2396
ANSWERED ON:03.12.2007
ONLINE REDRESSAL OF GRIEVANCES OF PERSONNEL
Singh Shri Sugrib

Will the Minister of DEFENCE be pleased to state:

(a) whether an online redressal forum for officers and soldiers to express their grievances anonymously has been started for personnel of the Indian Army;

(b) if so, the details thereof;

(c) the manner in which the said online forum functions; and

(d) the steps taken by the Government to set up similar system/forum for Indian Navy and Indian Air Force?

Answer

MINISTER OF DEFENCE (SHRI A.K. ANTONY)

(a) to (d): There is no exclusive online redressal forum for officers and soldiers grievances anonymously in the Forces. Detailed procedures to process the grievances of personnel through Command/Staff Channel in the Army, Navy and Air Force are nevertheless, in place.

However, there is a forum called 'Dreamer's Club' on official Army Website on internet, where every officer and Person Below Officer Rank (PBOR) can share innovative ideas and can also participate in discussion. The disclosing of identity is optional. The suggestion and ideas are analysed in detail at the highest level on regular basis and suitable corrective actions are taken to improve the existing system and processes.

Besides, in the Indian Air Force intranet any personnel may send his comments, suggestions and inputs with absolute confidentiality to the Chief of Air Staff on matters pertaining to the Air Force. Such comments, suggestions and inputs are examined and deliberated upon at appropriate levels and suitably replied.